

EXHIBIT H

Search: Morning! double checking if I can ask Jess to help me out with a customer service related task.

Ekaterina Ovodova, Robbie Fuks

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August 22nd, 2022

**Ekaterina Ovodova** 11:18 AM

@Robbie @Eric Gozenput Morning! double checking if I can ask Jess to help me out with a customer service related task.

I just had a call with attentive, they are rolling out their message "concierge" program. So basically they are training their AI to be our customer service representative and allocate a dedicated human CSM as well.

They will need certain information from us to feed the AI, mostly scaping the website, but also from provided by us any additional info (I think ebay messages might be helpful).

Price - 0.89c per message.

Beta testing feature - widget on a website to convert live chat into text communication (if all goes well - CS load will significantly go down).

**Eric Gozenput** 11:20 AM

Yeah katya that's not something we will utilize

It will just be generic responses

When we send attentive messages we should just be logged in an engage with customers

**Ekaterina Ovodova** 11:21 AM

I am going thru them at the moment

not even 30 days trial?

**Eric Gozenput** 11:21 AM

I can't foresee why we would need ai when we are sending market alert emails

I see the text messages they get they are mostly nonsense and people saying to unsubscribe them

**Ekaterina Ovodova** 11:23 AM

ok

**Eric Gozenput** 11:24 AM

Show me some messages that we received where they feel as though the ai would be helpful?

Not trying to say no right away but thing it's kind of unnecessary and just going to be a waste that they will charge us almost a dollar a text for

On top of the other messaging charges

**Robbie Fuks** 2:02 PM

I agree, don't see a need for AI automation for customer service generally speaking - even though a lot of the messages we get repeat themselves, most of them require some tweaking to address the specific question, so automation isn't really the right move for us.

**Ekaterina Ovodova** 2:03 PM

ok, understood.

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Message Ekaterina Ovodova, Robbie Fuks

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